Headquarters U.S. Air Force

Integrity - Service - Excellen ce

Air Force Services



Mr. HL Larry HQ USAF/A1S-2 15 March 2010

U.S. AIR FORCE

Global Vigilance, Global Reach, Global Power, Global Services

Mission:

To increase combat capability and improve productivity through programs promoting readiness, esprit de corps and quality of life for Air Force people

Purpose:

- 1- Provide deployable support for warfighting commanders
- 2- Provide a sense of community for base population and peace of mind that those left behind Combat Support & Community Service

Priorities and Focus Areas

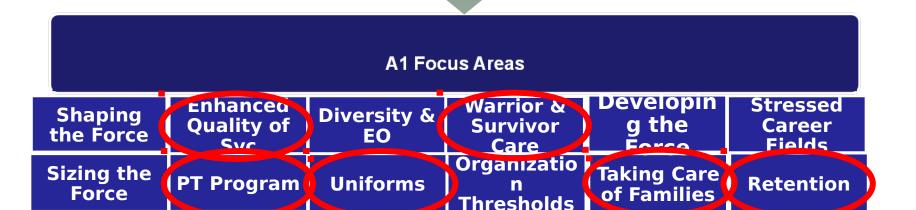
Air Force Priorities

Reinvigorate AF Nuclear Enterprise Partner with the Joint & Coalition Team to Win Today's Fight

Develop &
Care for
Airmen and
their Families

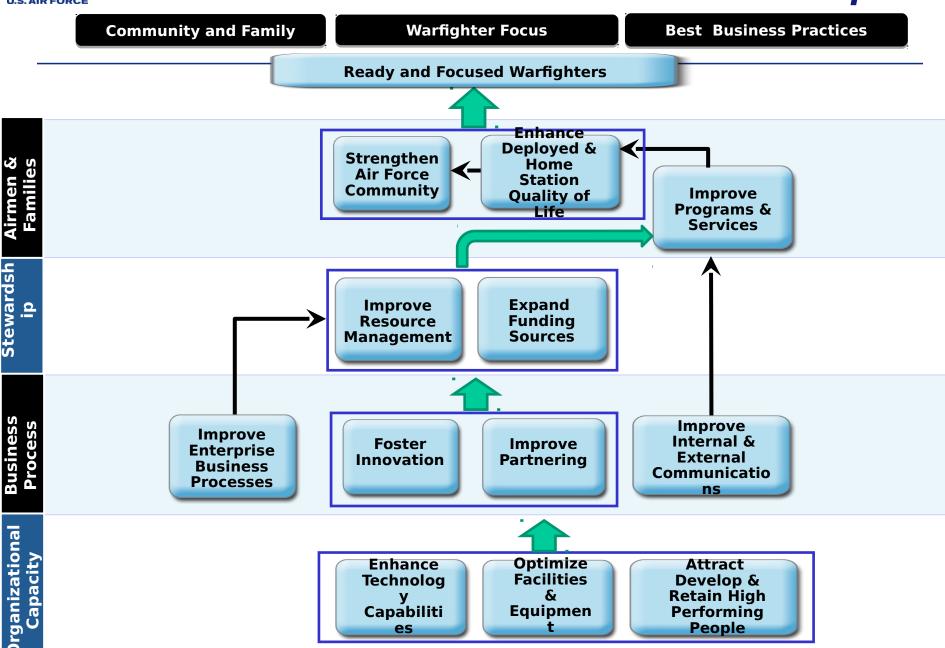
Modernize our Air & Space Inventories, Organizations, and Training

Recapturing Acquisition Excellence



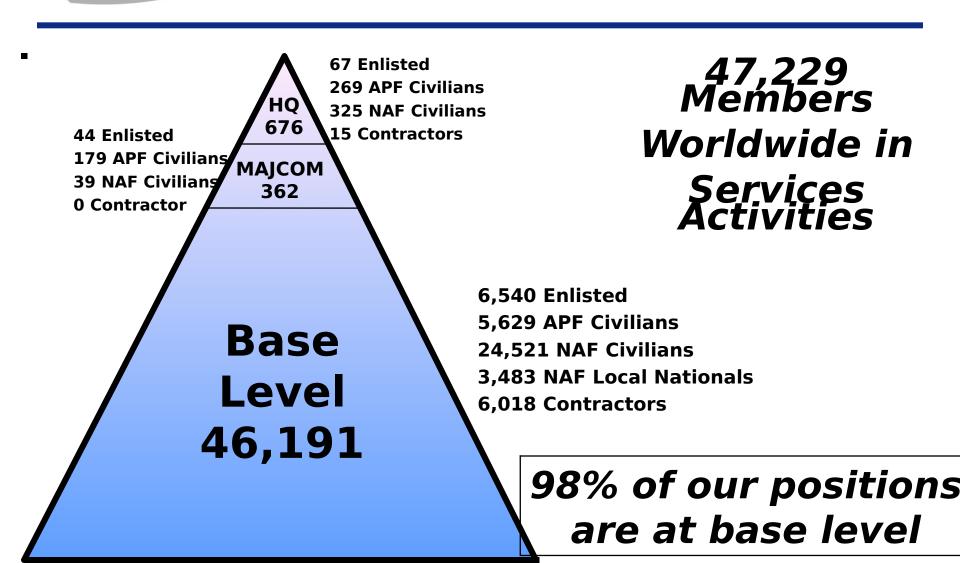


Air Force Services Transformation Roadmap





Services Organization







Scope of Operations

- 146 fitness operations
- 276 APF food service facilities
- 93 lodging operations
- 3,433 transient lodging facilities
- 100 libraries
- 40 recreational shooting operations
- 64 arts and crafts operations
- 73 central ticket programs
- 49 leisure travel operations
- 68 auto hobby shops
- 77 community centers
- 250 CDCs and school age programs
- 84 youth centers
- 1,800 family child care homes
- 98 club operations
- 86 bowling centers

- 65 golf operations
- 22 aero clubs (250 aircraft)
- 95 outdoor recreation operations
- AAFES and Commissary liaison
- 84 Airmen & Family Readiness Centers
- Armed Forces Entertainment (AFE)
- Tops in Blue
- Mortuary / Search and Recovery
- Honor Guard
- Wounded Warrior
- Survivor Assistance
- Sexual Assault Prevention and Response
- Protocol
- Uniforms
- Awards and decorations
- Commanders Programs

combat Support Roles

Protocol/SAR

Port^C
Airman & Family

Readiness

Mortuary/Search and Recovery Lodging

Fitness & Rec

Dining Armedditices Entertainment

Peacetime Resources Field Feeding Fitness and

Refrestionundry

Force Beddown

Field Exchange

Protocol/SARC

Armed Forces Entertainment

Wartime Capabilities

Field Mortuary
Expanded Port
Mortuary

Quality of Life at Home and While Deployed

Current

- Iraq
 - < 100 in country (AF requirements plus Joint taskings)</p>
 - Continual ops review to reduce footprint
- Afghanistan
 - < 100 in country</p>
 - AF Requirements, Joint Expeditionary Taskings and Provincial Reconstruction Teams
- Other Locations
 - About 250 in 5 allied countries

Future

- Iraq
 - Reduction of 45 Services Airmen by Aug 2010
 - All troops out by end of 2011
- Afghanistan
 - No anticipated increased manpower tail to support surge of combat troops but...Still Assessing



Services Provided to Deployed Troops

- Fitness centers
- Bed down/Lodging
- Recreation centers
- Library program:
 - Supplies paperback and periodical kits to 250 remote sites & access via Internet to all DoD/AF procured electronic resources including Tutor.com, Peterson's learning resource center, e-books
- Learning Resource Centers (LRC) Educational resources at 8 locations
 - Many LRCs also include video-reading programs such as "Hearts Apart" for military members to make video-tapes for their families
- Airman & Family Readiness Center-Deployed
 - Al Udeid, Qatar--provides education and resources that encourage ongoing connectivity with families
- Blue Star Benefit via Chase Bank (includes club membership card)
 rebates all interest on purchases and fees charged during deployment



Internet in the AOR

- Connectivity options
 - MWR-provided (no fee) access in common areas
 - Private-use (for fee) in personal quarters
- Issues: Quality and cost are a continued concern for members
 - Bandwidth at "upper end" not meeting needs
 - Video chat (Skype) in highest demand
 - Afghanistan constrained by Satellite-only option
 - Social networking policy change: early feedback = clogging network
- Way Ahead: Tied in with CENTCOM J6 to improve connectivity
 - Increase SPAWAR-provided services (no fee)
 - Field Internet-in-a-box in remote/austere locales (no fee)
 - Procure bandwidth form commercial sources (for fee)



Key Services to Families of Deployed

A

Programs:

Benefits:

DePLAYment

 Provide support and "no cost" youth and family programs to family members of deployed members

Respite Child Care

 16 hrs of free child care per month for families of members on active duty status

Military Family Life Consultants

 Free, Anonymous, Non-medical counseling provided to members and their families

Key Spouse

Conduit of support: keeps spouses of deployed informed and engaged

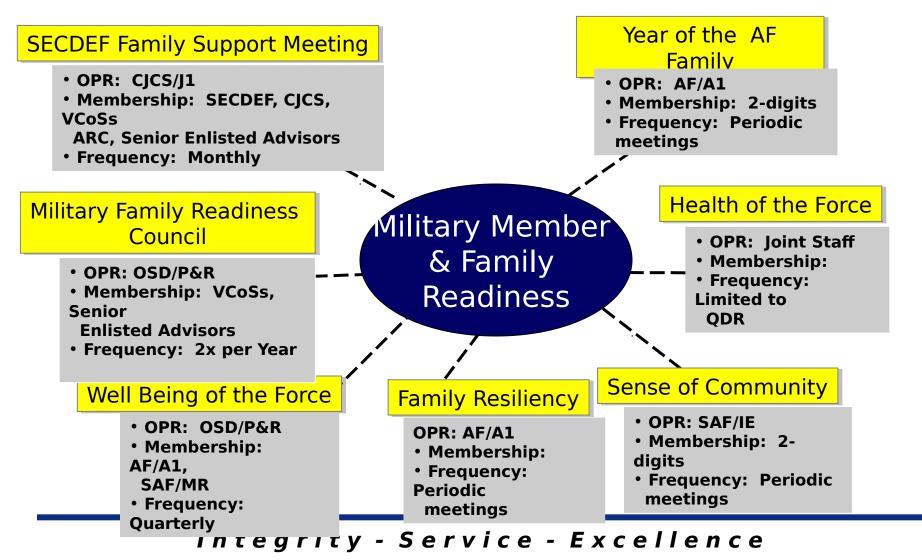
Tutor.com/Sittercity.com

 Online resources for home work and study skills, job hunting and locating local care providers





Overarching Forums to Address Military Members and Family Readiness





Why Year of the Air Force Family?



"Air Force families and communities backstop, they underwrite, and share the sacrifice in all our Airmen do. Supporting families is not only the right thing to do for our Airmen; it is the smart thing to do for our Air Force." - Secretary Donley

"We will devote this year to identifying what we are doing right, and what we need to do better, to support the entire Air Force family, and to rekindle the sense of community that has been our tradition for so many generations." - General Schwartz





Overarching Goal

■ Reinforce ----->

What we're doing well

■ Reassure ----->

Our intentions

■ Reaffirm ———>

Our commitment

Reintegrate >>

Across the spectrum

Rekindle ———>

A sense of community





Guiding Construct...

Air Force Family







- -Physical Health
- -Psychological health
- -Spiritual wellness
- -Financial health
- -Safety
- -Recreation/leisure
- -Social networking/ wellness

- -Single Airman programs
- -Family Support
- -Deployment support
- -Special needs
- -Child care
- -Youth programs

- -Education
- -Personal Development
- -Professional Development
- -Housing
- -Dorms
- -Neighborhood Services
- Lodging

Airman

Deployment
Transition Center

Education

Training

Family

Social Connections

Leisure Programs

Education

Working Groups

Research









Support/Services:

The Way Ahead:

- Increase awareness and enrollment
- \$7M OSD grant to fund Respite Care beginning in Jan 2010
- FY12 POM programmed for EFMP manning at base level





Inclusive Recreation

Inclusive Recreation

- AF Outdoor Recreation and Fitness personnel attend Penn State's Inclusive Recreation for Wounded Warrior Training course
 - Increased awareness/training for inclusive recreation to support Wounded Warriors and other customers with disabilities
 - Instruction to make programs accessible for Wounded Warriors and other handicapped customers
 - 60 AF slots planned over 3 years
- Adaptive golf carts purchased and delivered (2 per course, 126 carts, \$1M) to make courses accessible to handicapped golfers and wounded warriors
- Summer 10:Pool lifts installed with OSD grant at 9 locations with high concentration of EFMP/Wounded Warriors

Partnership for Extended Support to Our Warriors

NAF Transformation

Food Transformation





NAF Transformation

AF Services initiative to bring AF Services financial & business systems into the 21st century utilizing industry best practices in the commercial accounting arena

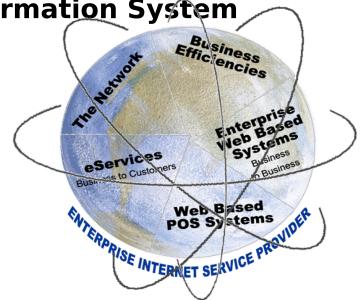
Financial & Payroll Systems

Point of Sales/Management Information System

(POS)

Modernization

Customer conveniences





NAF Transformation

Where we are now:

- Shared Service Center (SSC) fully deployed in FY10
- Enterprise Internet Service Provider (EISP) providing backbone private network and internet
- Full & Open Solicitations of Child & Youth Program (CYP) and Golf Enterprise System (GES) in Spring 10

Next steps:

- Develop a transition plan to spiral additional capabilities for Recreation, Bowling, Libraries and Food & Beverage
- Tie systems into an inclusive Enterprise using Business Intelligence
 - Services-wide data collection and reporting capability



Food Transformation

Current

- 60 year old model built to support Cold War Infrastructure
- Low usage
- Limited availability and hours of operation
- Menu choices do not reflect current Airmen preferences

Transition

- Partnership with global food service vendors
- Focus on changing Airmen lifestyles, needs and preferences
- Improving programs and facilities
- Adopt leading "campus style" food service models

Future

- Enhanced food quality, variety and availability
- Improved efficiency and reduce costs
- Enhanced sense of community
- Maintain warfighting capabilities



In Closing...

Way Ahead:

- Sharp program execution
- Force Development
- Beefed up partnerships



Maintaining Currency + Relevancy!



Questions?

